Guardall

# QX

# User Manual

Issue B

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## Introduction

The QX Electronic Intruder Alarm System is designed to provide secure protection for the installation. The system comprises a main control panel, normally located out of sight in a secure area, and at least one keypad. The panel has a wide range of features, which are programmed by the engineer on installation, to suit the security requirements of the particular installation. Some of the features may be reprogrammed, edited, or viewed as required by an authorised user.

| Feature | QX18/18i | QX34/34i |
|---|---|---|
| Panel Users | 15 | 30 |
| Tel Numbers | 4 | 4 |
| Schedules | 4 | 4 |
| Event Log Size | 250 | 250 |

### Event Log

The event log will record all events, for example, user log-on times and user numbers, keypad numbers, setting and unsetting times, alterations made to programmed settings, fault conditions, etc. When the event log is full, the oldest event will be automatically removed when the next event occurs. All log events are date and time stamped and may be viewed, or printed if a printer is fitted to the system.

### Areas & Set Groups

For protection purposes, the premises may be divided into a number of areas. Individual areas may be grouped together into a setting group which provides the user with a convenient way of setting and unsetting more than one area at the same time. The installation company engineer will have configured your system for the appropriate number of areas and groups to comply with your specific security requirements. Where more than one group is incorporated in the system, a group(s) can be configured by the installation engineer as a common group. A common group will automatically set if all other areas of the system are set and will automatically unset if any one of the other areas is unset.

### Circuits

Each detector or sensor in the installation is allocated a unique circuit number. The installation engineer will have programmed each circuit to respond in a certain way when the circuit is activated, when the area is set and unset. The way in which the circuit is programmed to respond will depend on the type of circuit and its location and purpose. If a circuit is faulty, the alarm response may be turned off by an authorised user. This process is referred to as bypassing.

### User, Set group and Circuit Identification

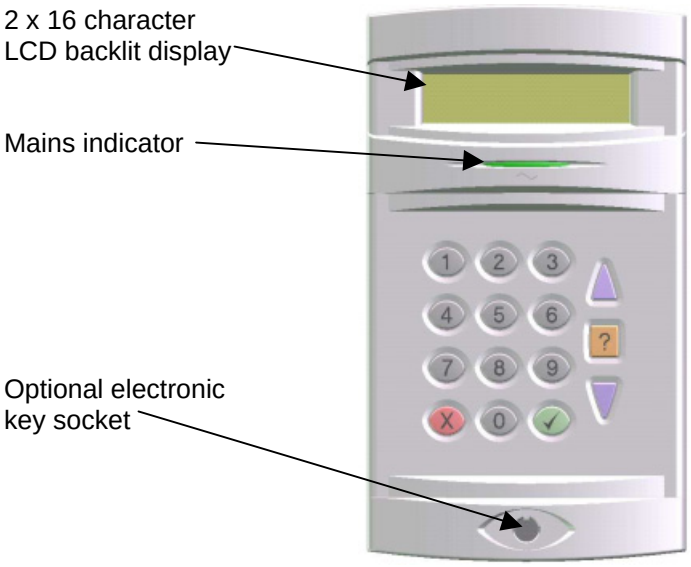
Each user, set group, circuit and concentrator can be programmed with a text description.

### User Codes

Each user of the system is identified by a unique code. This code can be a PIN code, an electronic key or proximity card or fob. An electronic key can only be used on a keypad variant with an electronic key interface. A proximity card or fob can only be used on a keypad variant with a proximity interface. The default PIN code for user 2 is **0202**. Throughout this manual user codes are only referred to as codes.

## Operator Controls and Displays

### System Keypads




The operator keypad unit incorporates a backlit liquid crystal display (LCD) comprising 2 lines of 16 characters, and a backlit keypad to gain access to the system and to perform all authorised user functions. The backlighting will be turned on during the entry time, during code entry and while a user is logged on. It may also be turned on using any button except ✔ and ✗ and turned off using the ✔ or ✗ buttons. Keypads may be fitted with an electronic key socket or an internal proximity reader. The keypad incorporates a mains power indicator. This indicator will flash if the system is operating on standby battery power.

### Keyswitch

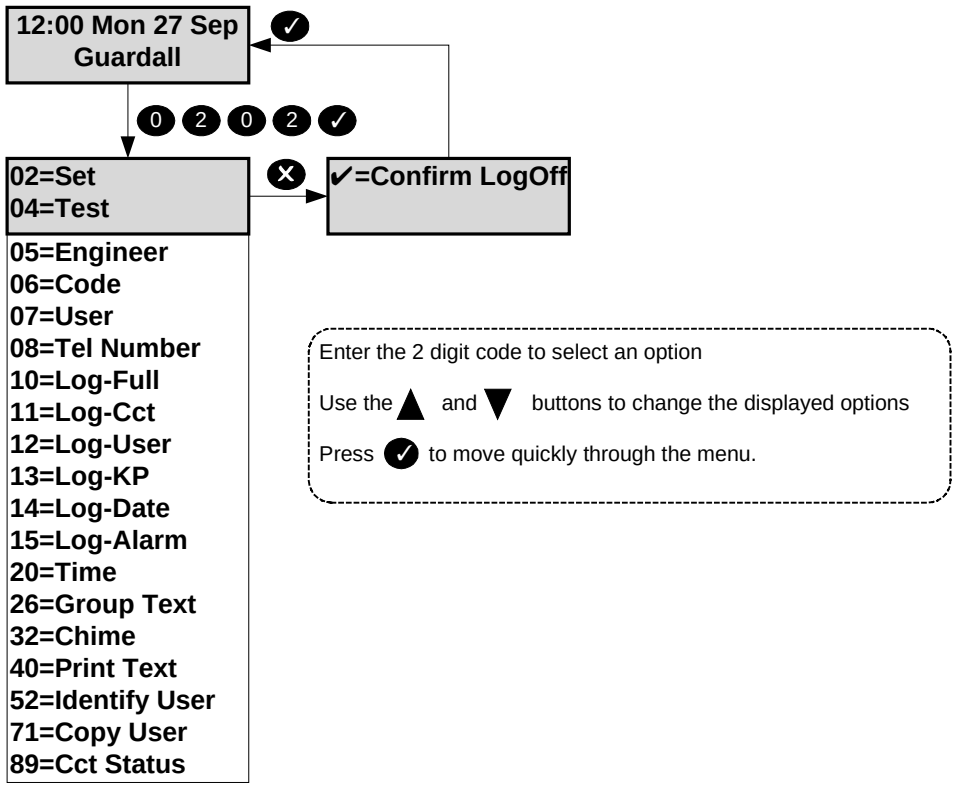
As an alternative method of setting and unsetting, a simple On/Off keyswitch may be fitted to the system.

### Proximity Cards/Fobs

A user PIN code can be replaced by a proximity card or fob if the keypad is fitted with the optional proximity reader. All Guardall proximity cards and fobs are manufactured with a unique code and duplicate cards or fobs cannot be obtained. Spare or replacement cards or fobs can be obtained from the installation company.

## Using the System

The LCD keypad will normally display the time, date and company name. If a valid code is entered the user menu will normally be displayed. The default manager code is 0202[1]. Enter this code followed by the ✓ button to log on.




All possible user menu options are shown. The actual menu options available to a user will depend on the user authority, the system configuration and the current system status. Refer to appendix A for details. Only 2 options are visible on the display but any available option can be selected by entering the 2-digit code without viewing the actual option number. Each menu option is discussed in detail in this manual. If no option is selected the user will be automatically logged off after 2 minutes. If a chosen option is not available a reason will be displayed.

[1] It is recommended that the manager code is changed from the default as soon as possible.

## Easy Set

If your system is programmed with the easy set option then all PIN codes are 4 digits long and PIN codes can be entered without confirming with the ✔ button. A proximity card or fob may still be used in place of a PIN when easy set is programmed.

## Help

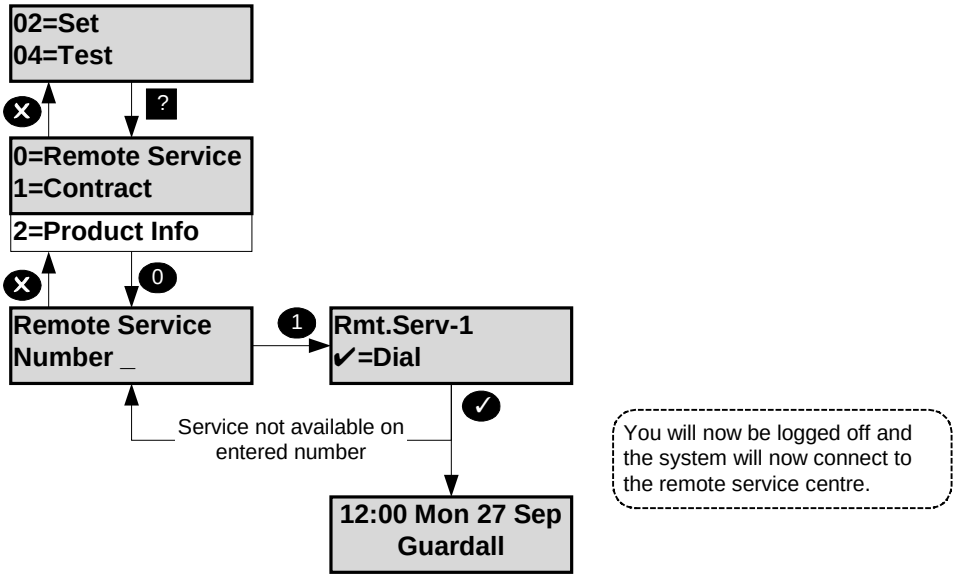
When the main user menu is on display press the help button (**?**) to display information about the system. There are 3 options.

| Option | Description |
|---|---|
| Remote Service | Select to connect to a remote service operator. Your alarm company may not support this feature. |
| Contract | The customer contract number is a 6-digit number programmed by the installation engineer that uniquely identifies your system. |
| Product Info | The product info option displays the control panel order code and firmware version number and, if fitted the SmartDial version number. |

An authorised user can change some of the system parameters. When changing an item the help button can be used to display the allowed values.

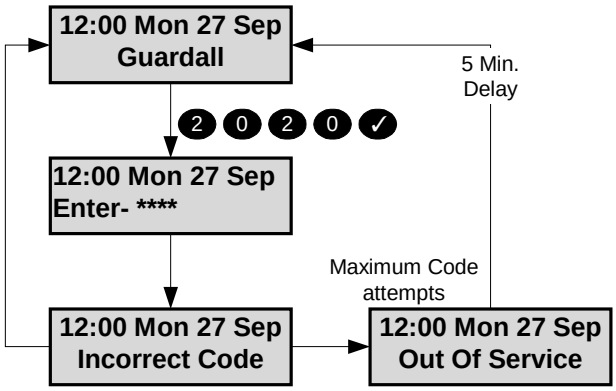
## Remote Service

Before using the remote service option you must obtain a number from your alarm company. When you need to use the remote service, you will be prompted to enter this number, and the panel will dial the alarm company. The alarm company will then be able to check the condition of your system and identify and resolve problems.



## Incorrect Codes

If Easy Set is not programmed and an incorrect user code is entered, the incorrect code message will be displayed for a few seconds or until another key is pressed. The installation engineer will have programmed a limit on the number of incorrect code attempts that can be made. If more than the programmed number of code attempts are made to enter a valid user code, the keypad will be locked out and the display will show **Out of Service** for a period of 5 minutes. Any attempt to enter a user code during the locked out period will extend the period by another 5 minutes.



## Set *Code-02*

The system can be partitioned into a number of parts called set groups, each of which can be individually set. The programmed user authority level must allow setting and the programmed user area access will determine which set groups are available to a user.

Setting can be started by:

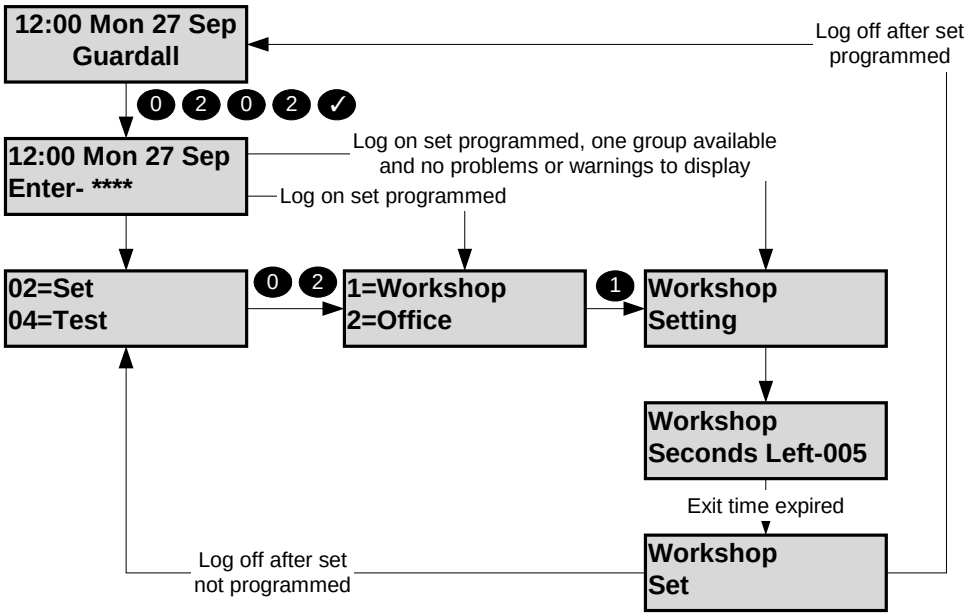
1. A user request on a keypad
2. A user activating a keyswitch
3. Automatically by a timer schedule
4. Remotely from a PC using the Guardall GuardStation software

Setting modes include:

1. Instant, where setting is completed immediately
2. Timed, where setting is completed at the end of the programmed exit time
3. Exit point, where setting is completed by opening and closing the final exit circuit
4. Push button, where setting is completed by pushing the external PB circuits

Your installation engineer should advise which of the above options have been programmed on your system.

### Setting from a keypad




### Easy Set

If easy set mode 1 is programmed then the system will start to part set when you log on. During the part set exit time, if the exit door circuit is opened and closed, the system will full set. Pressing the ✘ key during the setting time will cancel setting. If easy set mode 2 is programmed then the system can be set without logging on to a keypad. Up to 8 parts can be set in this way (depends on the control panel type). For example to set part 1 of your system press 1 + ✔**.** The system can be set by entering 0 + ✔.

## Cancelling Setting

The setting procedure can be cancelled at any time during the exit time by pressing ✗ on the keypad that was used to start setting, logging on to any other keypad or turning a keyswitch to the unset position.

## Keyswitch Setting

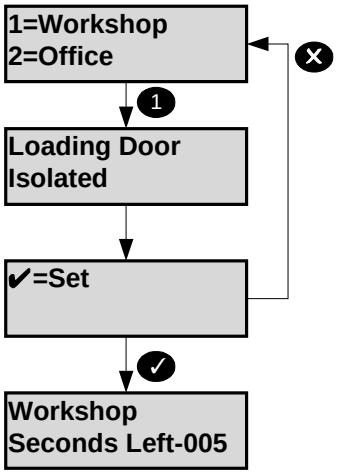
As an alternative to setting and unsetting from a keypad, your system may be fitted with an optional keyswitch, which permits setting and unsetting of a group by operating a keyswitch. The keyswitch may be configured for any set mode.

## Automatic Setting

The system may have been programmed by the installation engineer to automatically set all or parts of the system according to a pre-programmed schedule. The schedule will have been programmed to take into account the normal closing time, non-working days and holidays. The schedule may be configured for any set mode.

## Setting with Warnings

The system will automatically display any conditions that the user should be aware of before setting the system. These conditions are described as set warnings and do not prohibit the user from setting the system in the normal way.

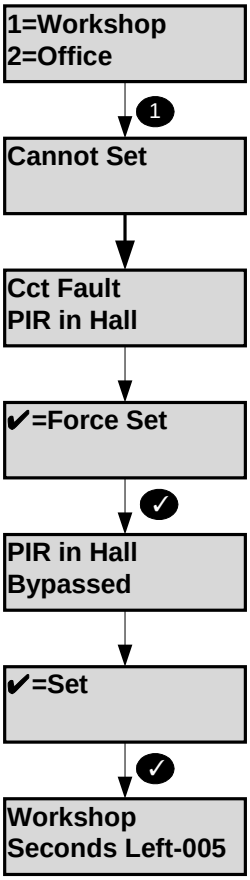



The set warnings include:

1. Bypassed circuit(s)
2. Circuit(s) on soak test has failed (a special circuit test mode set up by the installation engineer)
3. Isolated circuit(s)
4. Line Fault (only when setting with telephone line fault is allowed)
5. Shunted circuit(s)

## Setting Faults

If the group cannot set a message will be displayed. This can occur at the start of setting or at the end of the exit time depending on how your system is set up and when the fault occurs. If a fault occurs during the exit time the exit tone will change to a warning tone. The external sounder may also have been programmed by the installation engineer to activate in the event of a failure to set.




After the setting fault(s) is displayed the force set option may be presented (if programmed by the installation engineer). The force set option will attempt to automatically bypass all faults. The circuit(s) with the fault must be programmed to allow bypass.

## Unset *Code-01*

The system will have been partitioned by the installation engineer into a number of set groups. The user authority will determine the choice of groups, which can be unset. There are several methods of unsetting available to the user which are discussed in the following section.

Unsetting can be started by:

1. A user request on a keypad
2. A user activating a keyswitch
3. Automatically by a timer schedule
4. Remotely from a PC using the Guardall GuardStation software

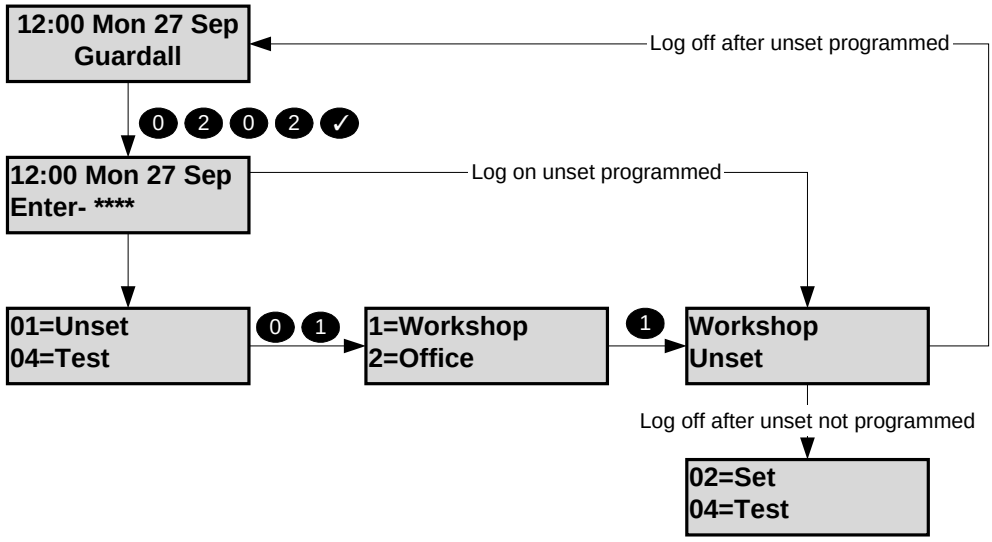
Your installation engineer should advise which of the above options have been programmed on your system.

### Unsetting Methods

If a set group incorporates an entry route in the unsetting procedure then opening a final entry door to the area will start a pre-programmed entry timer. The user must proceed directly to the keypad or keyswitch via a pre-determined entry route and unset the group as described. If the group is not unset before the entry time has expired a warning period, equivalent to 50% of the programmed entry time, will be allowed. This is to warn the user that an alarm condition will occur if the group is not unset by the end of the warning period. If the group is not unset by the time that the total entry time and warning time has expired, an alarm condition will be initiated. To comply with the requirements of DD243 (2002), during the entry time, all alarms in the unsetting area(s) are ignored.

### Unsetting from a keypad

Your installer may have set up your system to allow automatic unset when your user code is entered. The diagram shows the 2 possible unset scenarios when a user logs on to a keypad when area(s) are set.



## Unsetting from a keyswitch

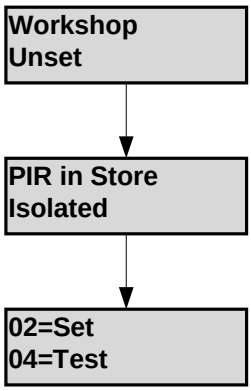
To unset an area from a keyswitch, turn the keyswitch to the unset position. The area under the control of the keyswitch will immediately unset.

## Automatic Unsetting

The system may have been programmed by the installation engineer to automatically unset all or parts of the system according to a pre-programmed schedule. The schedule will have been programmed to take into account the normal opening time, non-working days and holidays.

## Unsetting Warnings

When unsetting from a keypad, the user is informed on the display of any warnings, e.g. circuits isolated or on soak. The warning display will appear for approximately 4 seconds during the unsetting procedure. If more than one warning exists, the display will automatically scroll through the list of warnings.



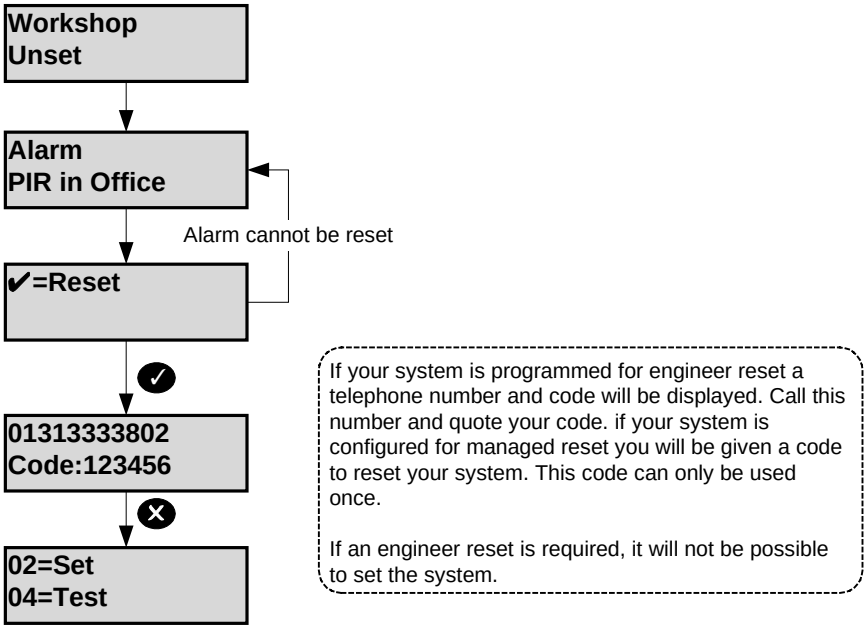

The unset warnings are:

1. Bypassed circuit(s) (the circuit must have a 24hr response)
2. Circuit(s) on soak test has failed (a special circuit test mode set up by the installation engineer)
3. Isolated circuit(s)
4. Line Fault (only when setting with telephone line fault is allowed)
5. Shunted circuit(s)
6. Circuit has reached the programmed multiple alarm limit

## Reset *Code-03*

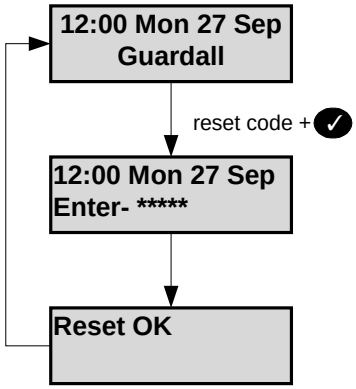
The resetting method programmed by the alarm company engineer for each area and the system will depend on the particular security requirements of the area or system. There are 3 types of reset:

1. Customer reset, where the customer can reset any alarm
2. Engineer reset, where the alarm company engineer must reset all alarms
3. Managed reset, where the customer can reset an alarm after reporting the event to the alarm company



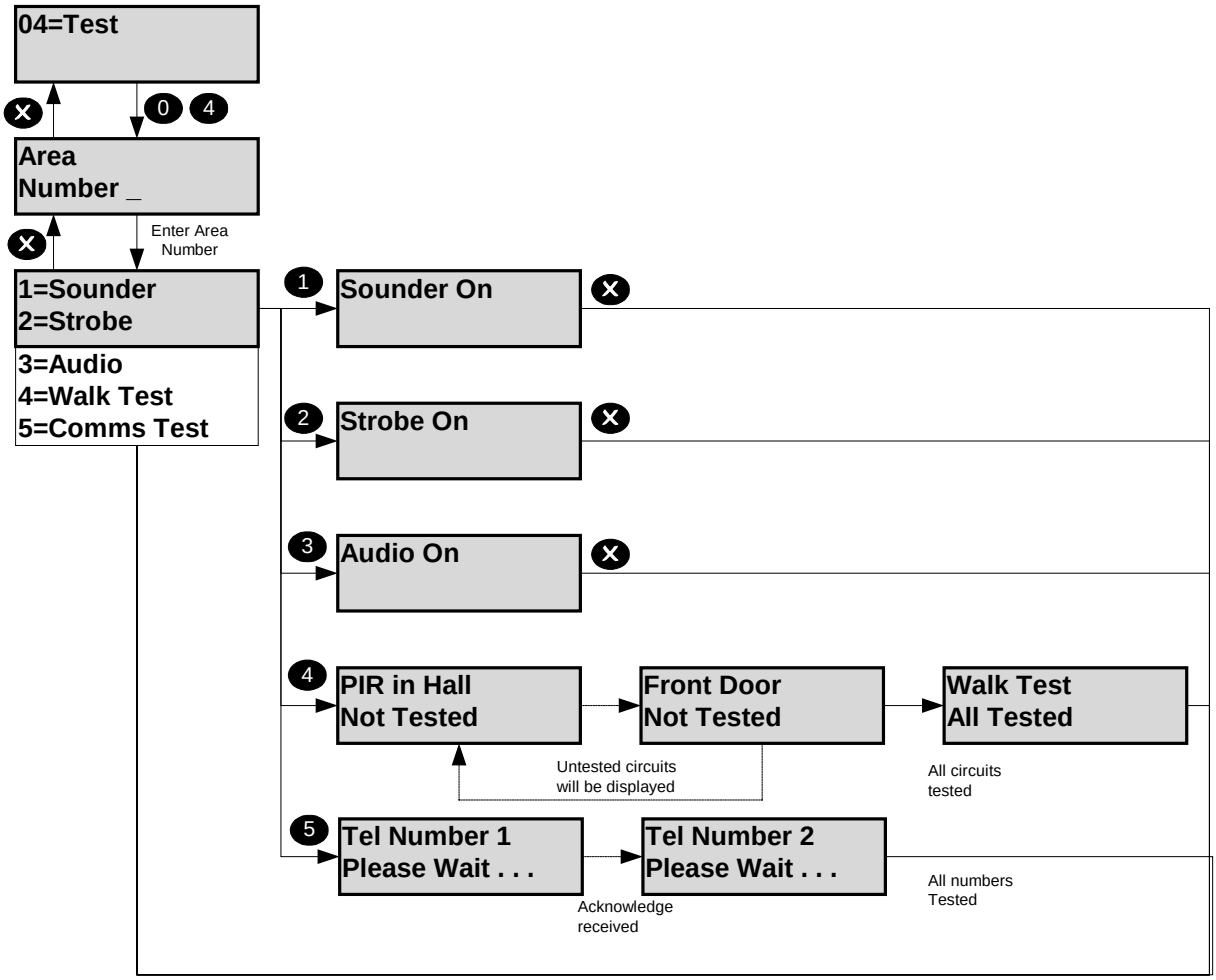

## Managed Reset

If the system is programmed for managed reset and an engineer reset is required contact the alarm installation company. You will be issued with a special 6-digit PIN code. This PIN code can be used only once to reset the system. Enter the PIN to clear the engineer reset condition.



## Test *Code-04*

Each area of the system can be tested individually or all areas can be tested at the same time. The test time is limited to 1 hour. If the user does not end the test by the end of the test time then the panel will exit test mode automatically.



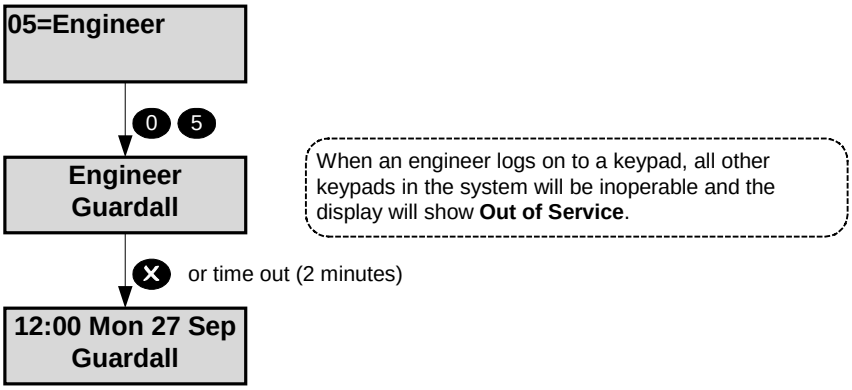

The panel records all activations from sensors during the unset period. When walk test is selected the panel will display all circuits which have not alarmed since the panel was last unset. If all circuits are to be tested then select walk test, then press the ✗ button and select walk test a second time. When the panel exits walk test mode, either manually or automatically at the end of the test time then:

1. Any fire sensor still in alarm will give a normal alarm response.
2. Circuits with a 24-hour response, which are still in alarm, will be temporarily bypassed.
3. A warning will be displayed if any PA sensor is still in alarm.

If the comms test is selected then the panel will make a test call to all telephone numbers that have been programmed for test by the installation engineer.

## Engineer *Code-05*

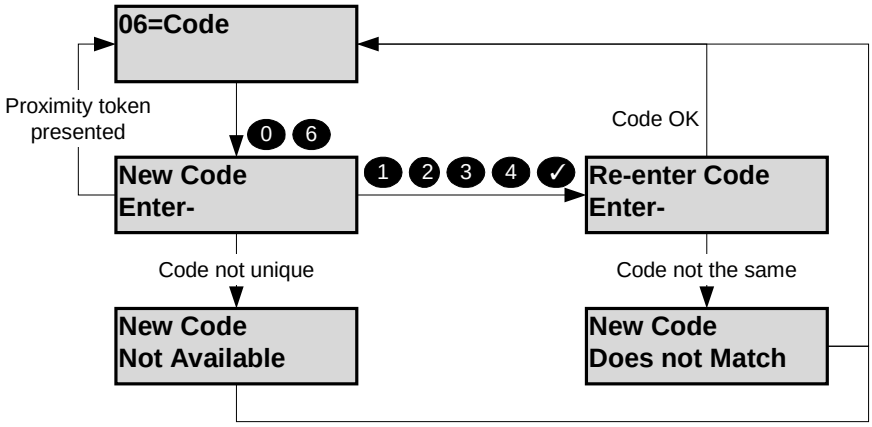
The Eng option will only be available if the system is configured for user authorised engineer access. This option applies to both local and remote engineer access. When the Eng option is selected the system will prompt for the engineer PIN code to be entered.




Once logged on the engineer working time is limited to 8 hours.

## Code *Code-06*

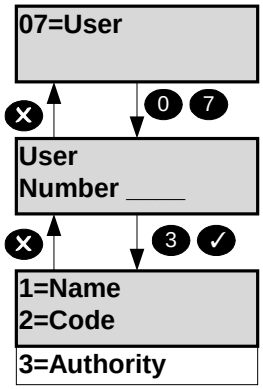
All users on the system are identified by a code. A user code can be a PIN code (4-6 digits), an electronic key or proximity card or fob. To change user code, log on to the keypad using your current code and choose the code option. Then follow the display prompts. All user code changes are recorded in the system event log. If the code option is not available this means that the system has been programmed to prevent you from changing your user code, and a new code must be allocated by the security system manager. If a suitable keypad is used then the user code may be changed to either an electronic key or proximity card or fob. If you are changing code to an electronic key then insert the key when the system prompts for a code. If you are changing code to proximity card or fob then present the card or fob when the system prompts for a code. When using a proximity card or fob you will not be prompted to re-enter the code. In the example shown the user changes code to 1234.




If another user on the system already uses the chosen PIN code then that user will be alerted when next logging on to the system. The user whose PIN is known must change PIN code to avoid seeing the warning message on every log on.

## User *Code-07*

A manager user can change the name, user code and authority for any user except the engineer. To modify a user's details enter the user number in the range 2-15. In the programming example user 3 is used.




The user 2 configuration may only be changed by user 1 or user 2.

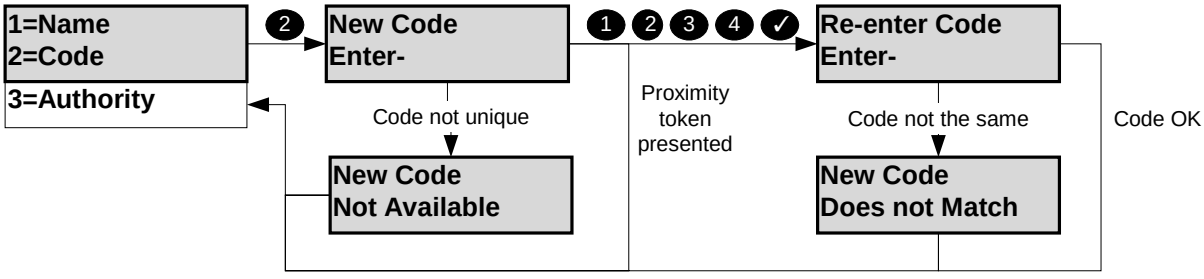
## User Menu — Name *Code-1*

When the name option is selected the current user descriptor will be displayed and can be edited. Refer to appendix B for details. User names can be up to 10 characters long.

## User Menu — Code *Code-2*

For details of changing a code refer to the main menu code change option. The default user codes are shown in the table.

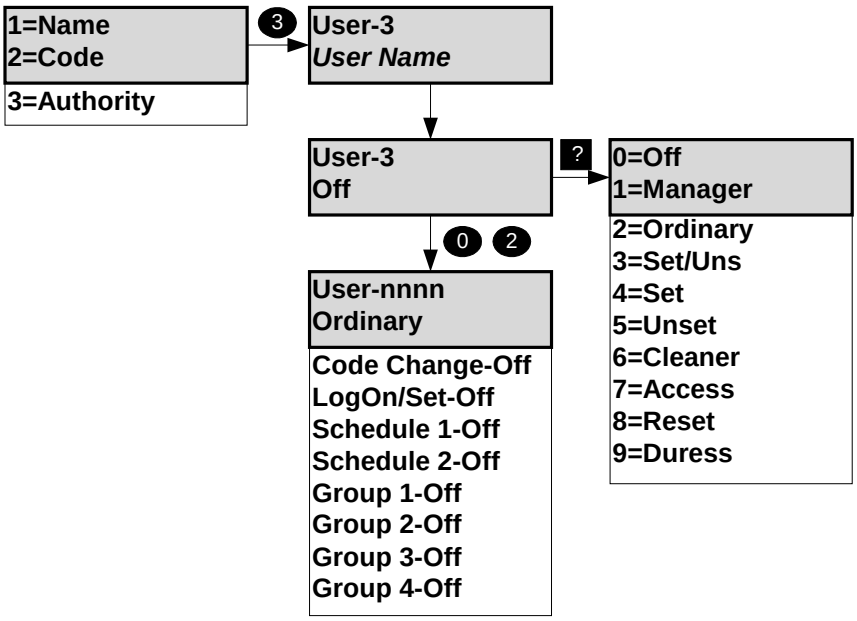
| Default Codes | |
|---|---|
| **User Number** | **PIN** |
| 2 | 0202 |
| all other users | Off |



| User Menu | Authority | *Code-3* |
|---|---|---|

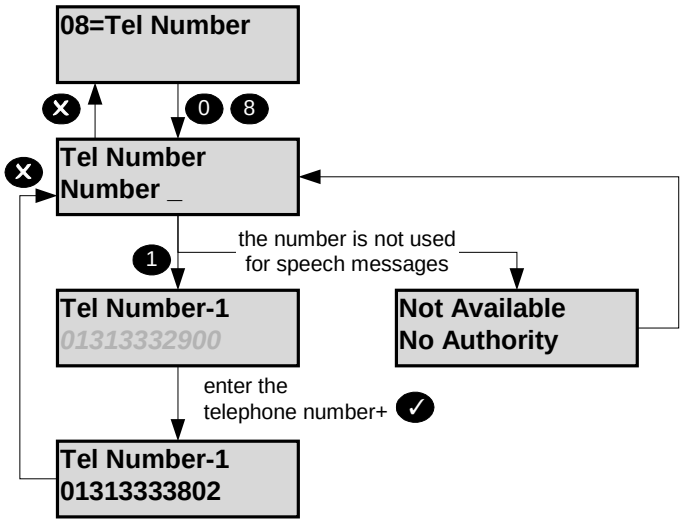
Users can be programmed with a number of options including authority level, group access and timed access. The available menu options are dependent on the programmed user authority. Refer to the menus options section for details of the menu options available to each authority level

| Option | Range | Description |
|---|---|---|
| Code Change | On/Off | Some user types are allowed by default to change their own code (refer to authority table). This feature can be disabled for any user without manager authority. |
| LogOnSet | On/Off | If this option is on, a set prompt will be displayed in place of the normal log on menu, when the user logs on. If the user has only the set option available then either a list of the groups, which can be set, will be displayed when logging on or, if there is only one set group available, setting will start when the user logs on. |
| Schedule 1, 2 | On/Off | A user can be programmed with schedule 1 and/or schedule 2 to control access times. The timer and holiday schedules may also be programmed. |
| Set group 1-4 | On/Off | A user can be programmed for any combination of set groups. |



## Tel Number *Code-08*

An authorised user can change any telephone number that has been programmed to use the home beep format. A telephone number of up to 16 digits can be programmed. This number can include pause digits. Pause digits can be entered using the ↑ button. This will be displayed as a "," character. Each pause digit represents a 1 second delay. Pauses may be required if you are signalling via a PABX or if the call is routed through an old exchange. Enter a single zero to turn off a telephone number.



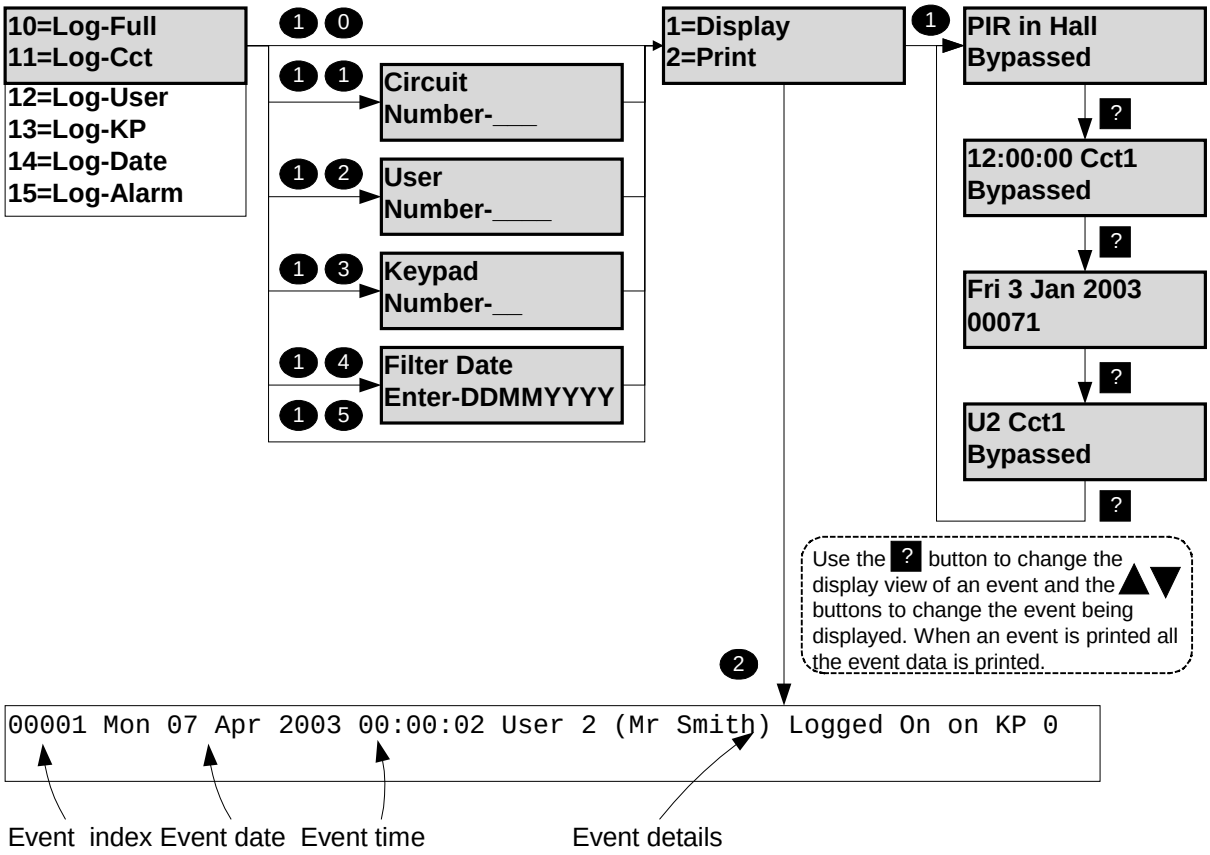

An alarm in the home beep format is transmitted as a series of DTMF tones. For example if channel 3 was active the transmitted message would be:

3 3 3 < 2s delay> 3 3 3 < 2s delay > 3 3 3 < 2s delay> 3 3 3 < 2s delay >3 3 3

Where '3' is the tone pair for DTMF digit 3. The channel information is repeated a maximum of 5 times during a call

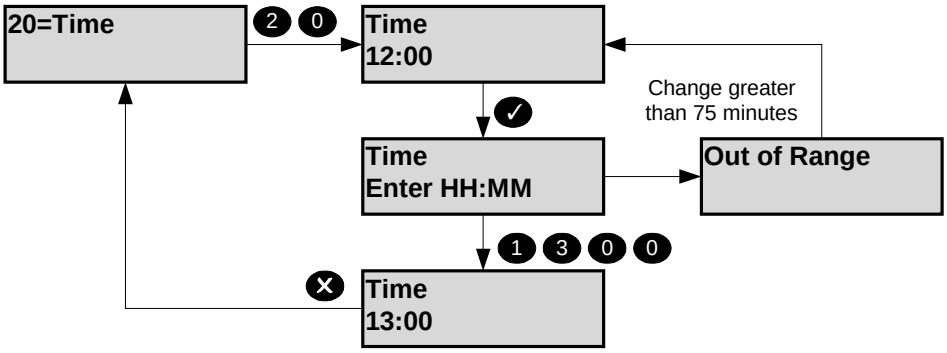
## Logs

The panel logs all events that occur in the system. All events stored in the event log are numbered in the range 0-65535 (the event index). The event index will be reset to 0 when more than 65535 events have been recorded. The log can be viewed in full or filtered form on a keypad and printed if a printer is connected to the system.



## Time *Code-20*

Some users have the authority to change the time by up to 75 minutes from the time set by the engineer if the user clock edit option is programmed. Time changes are recorded in the event log.

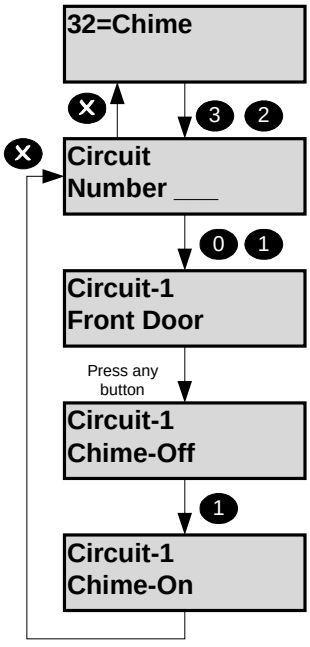



## Set Group *Code-26*

A descriptor of up to 10 characters may be entered for each set group. Refer to appendix B for details of how to change a descriptor.

## Chime *Code-32*

Certain circuit types can be selected as chime circuits when unset. To select the chime function for a circuit, enter the circuit number. In the example chime is turned on for circuit 1.

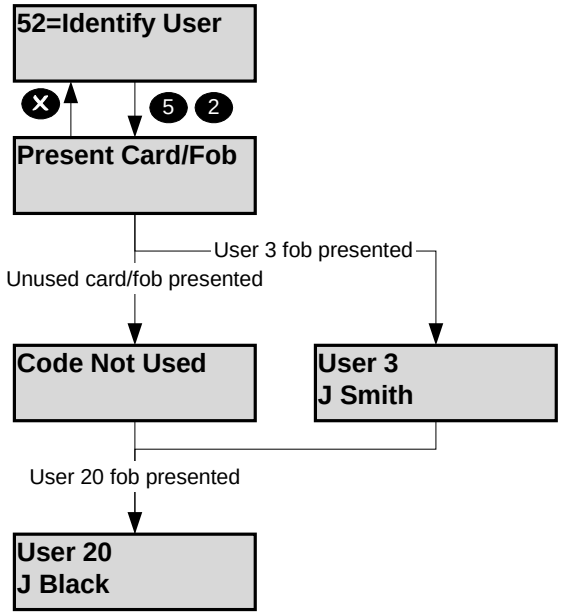



## Print Text *Code-40*

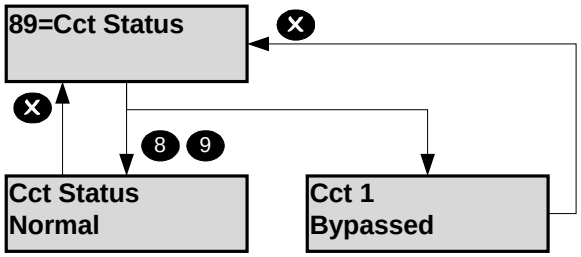
This option will only be available if a printer is connected to the system. The print text option will print all text descriptors.

## Identify User *Code-52*

This option allows a user to be identified by presenting the card/fob.




## Cct Status *Code-89*




When the Cct Status option is selected the circuits that are on soak test, bypassed, isolated or shunted will be scrolled on the display.

## Appendix A – User Authorities

All user options with the appropriate authority level are shown in the table.

| Code | Menu Option | Manager | Ordinary | Set/Uns | Set | Unset | Cleaner | Access | Reset | Duress |
|---|---|---|---|---|---|---|---|---|---|---|
| 01 | Unset | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ | ✗ | ✗ | ✓ |
| 02 | Set | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✗ | ✗ | ✗ |
| 03 | Reset | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |
| 04 | Test | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 05 | Engineer | 1 | 1 | 1 | 1 | ✗ | ✗ | ✗ | ✗ | ✗ |
| 06 | Code | ✓ | 2 | 2 | 2 | ✗ | ✗ | ✗ | ✗ | 2 |
| 07 | User | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 10 | Log-Full | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 11 | Log-Cct | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 12 | Log-User | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 13 | Log-KP | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 14 | Log-Date | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 15 | Log-Alarm | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 20 | Time | 3 | 3 | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 25 | Schedule | 5 | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 26 | Group Text | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 32 | Chime | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 40 | Print Text | 4 | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 52 | Identify User | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 71 | Copy User | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| 89 | Cct Status | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |

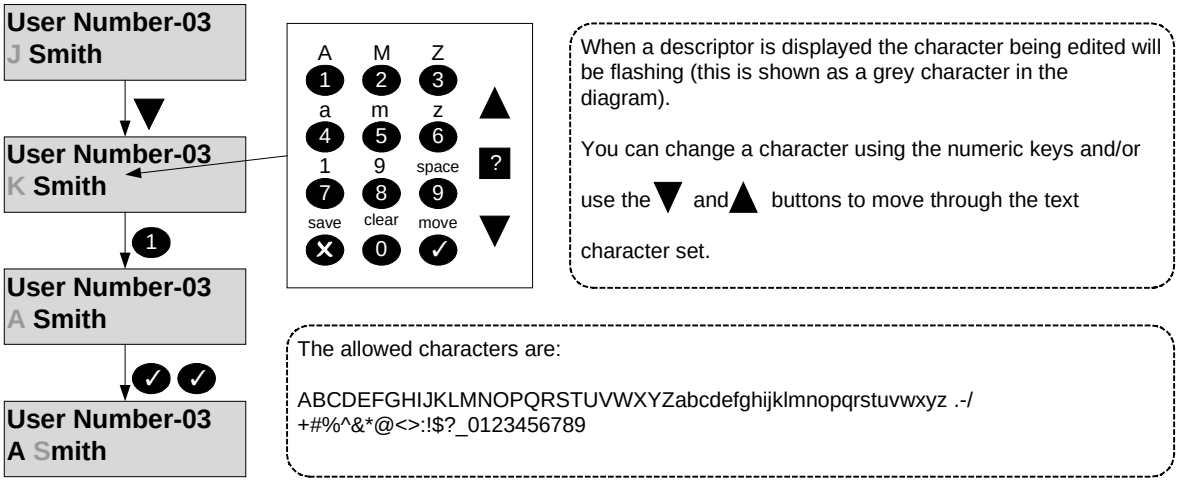
Notes:

1. The Engineer option is not available to a user if the panel is programmed to allow the engineer to log on without user authorisation.
2. The code option for some users will only be available if configured as part of the user authority.
3. The time can only be changed by a user if programmed by the engineer. User time changes are limited to +/- 75 minutes.
4. The print options are only available of a printer is connected to the system.
5. The schedule option is only available if programmed by the engineer.

## Appendix B – Editing Text

A number of text descriptors may be changed by an authorised user.

| Item | Max. Length | Default |
|---|---|---|
| User | 10 | User xx |
| Set group | 10 | Group x |




All changes to descriptors are logged.

## Appendix C - System Details

| | |
|---|---|
| Number of Areas | |
| Number of Keypads | |
| Number of Circuits | |
| Number of Users | |
| Service Number | |
| Contract Number | |

### Keypads

| Number | Location |
|---|---|
| 1 | |
| 2 | |
| 3 | |
| 4 | |

### Users

| Number | Description | Areas | | | |
|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |

## Circuits

| Number | Description | Location |
|---|---|---|
| Cct 1 | | |
| Cct 2 | | |
| Cct 3 | | |
| Cct 4 | | |
| Cct 5 | | |
| Cct 6 | | |
| Cct 7 | | |
| Cct 8 | | |
| Cct 9 | | |
| Cct 10 | | |

## Set Groups

| Number | Description | Areas | | | |
|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |

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